

IN THE SPECIFICATION:

Please amend the specification as follows:

Pursuant to 37 CFS § 1.121(b)(1)(iii), a marked up copy of the each paragraph amended below appears on the page immediately following each amendment.

Please delete the paragraph that begins on page 2 line 1 and ends on page 2, line 8 and insert the following paragraph therefor:

A1 -- For example, the prompt availability and accessibility of a single software driver update may be needed to solve a critical problem in a large solution such as a Storage Area Network or Server Cluster. Using just a service tag, there is no way to associate the needs of the solution with the needs of the specific box. The ability to post product and educational documentation, technical alerts, and software updates for the solution online will also be a major challenge with respect to Storage Domain Management (SDM) and storage virtualization products. --

Please delete the paragraphs that begin on page 7, line 18 and end on page 7, line 27 and insert the following paragraphs therefor:

A2 -- In accordance with one embodiment, the PowerTag method and system utilizes a "Relational" database model for describing the PowerTag. In the relational terminology, a database is represented by a table. An entry in the database is a row in that table. Each row is made up of a number of fields. Lastly, an index into a database is the relation's primary key.

A2 According to one illustrative embodiment, the notion of a PowerTag applies to multiple complex solutions. Some examples of what a solutions system manufacturer provides in this space may include Microsoft Cluster Serve (MSCS) (Microsoft and MSCS are trademarks of Microsoft Corporation), High Performance Computing clusters (HPCC), and Storage Area Networking (SAN). --

Please delete the paragraphs that begin on page 8, line 17 and end on page 9, line 7 and insert the following paragraphs therefor:

A3 -- In one embodiment, the PowerTag identifiers are maintained in a PowerTag table, similar to that of the following table:

Type	Unique Identifier	Description
1	000001	MSCS
1	000002	MSCS
2	000001	HPCC
3	000001	SAN
...

In use, the sales, services and support, manufacturing, and other similar organizations of a solutions system manufacturer correlates each unique PowerTag identifier to its corresponding individual components, using suitable techniques. For instance, a MSCS cluster conventionally includes two servers (e.g., Server A and Server B) and a storage device. In keeping with the above example, the following service tags might be assigned for the hardware components of the MSCS cluster:

MSCS Cluster

Server A, with service tag ABCD,
Server B, with service tag EFGH, and

Storage device, with service tag IJKL. --

Please delete the paragraph that begins on page 11, line 19 and ends on page 12, line 2 and insert the following paragraph therefor:

A4

-- In step 66, a customer and/or service representative enters a PowerTag identifier for a solution-based system. Responsive to entry of the PowerTag identifier, in step 68, the PowerTag system provides custom web support services. For example, the PowerTag system dynamically generates web pages particular to the specific solution-based system. The PowerTag system constructs the dynamically generated web pages using information obtained from one or more of a documentation system 70, a file library system 72, and a knowledge base system 74, as a function of the PowerTag identifier. The particular web page is further a function of the type of service (e.g., sales, on-line support, on-line documentation, phone-based tech support, on site service, upgrade, entitlement, or other similar type service) being requested by the customer and/or customer service representative, further as discussed herein. In addition, each of the documentation system 70, the file library system 72, and the knowledge base system 74 includes one or more server system, storage system, management system, and corresponding software for the respective system. --

Please delete the paragraphs that begin on page 12, line 20 and end on page 13, line 12 and insert the following paragraphs therefor:

A5

-- According to another illustrative embodiment, PowerTag components can include a multitude of various components. For example, the PowerTag components may include one or more of the following:

- Servers: each model and the associated service tags, operating system (O/S), basic input output system (BIOS), peripherals and respective drivers, etc.

- AS
- Storage components: each model and the associated service tags, firmware, programmable read only memory (PROM) revision, etc.
 - Software: clustering software, backup software, storage consolidation software, storage management and configuration software, factory installed applications, on-site installation of software or applications, etc.
 - Service offerings: service offerings can include standard (std) availability guarantee, twenty four hours per day seven days a week (24x7) availability guarantee, "Gold", "Platinum", etc.
 - On-Site Installation choices: Specific to a given solution, there may be installation options that can be automatically planned and coordinated using the solution identifier for the system. For instance, a first service provider comes in for physical wiring of the components, and a second provider comes in to configure software. This coordination can be accomplished by knowing the type of the solution and its specific installation options.
 - Links to entitlement: statements of work (SOW's), product documentation, software updates, technical bulletins, etc., as they relate to a given solution and its components. --
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Please delete the paragraphs that begin on page 13, line 25 and end on page 14, line 3 and insert the following paragraphs therefor:

AB -- On-Line Support:

With respect to an on-line support web site utilizing the PowerTag system in accordance with the present embodiments, a PowerTag support method may be carried out as follows. A customer or service representative accessing the on-line support enters a PowerTag identifier on the support web site when prompted for the PowerTag. In one embodiment, if the customer or service representative enters a Service Tag instead of the PowerTag, then the PowerTag system performs a search for the appropriate PowerTag identifier within the system, using suitable search

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Customer No. 000027683

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techniques. The support web site may include, for example,

<http://www.support.dell.com>, a premier support page, or other support web site. --

MARKED UP COPY OF AMENDMENT PURSUANT TO 37 CFS § 1.121 (b)(1)(iii)

Page 2, line 1 to page 2, line 8.

[technical alerts, and software updates online will be a critical requirement for success in the respective market space.] For example, the prompt availability and accessibility of a single software driver update may be needed to solve a critical problem in a large solution such as a Storage Area Network or Server Cluster. Using just a service tag, there is no way to associate the needs of the solution with the needs of the specific box. The ability to post product and educational documentation, technical alerts, and software updates for the solution online will also be a major challenge with respect to Storage Domain Management (SDM) and storage virtualization products.

Page 7, line 18 to page 7, line 27.

In accordance with one embodiment, the PowerTag method and system utilizes a "Relational" database model for describing the PowerTag. In the relational terminology, a database is represented by a table. An entry in the database is a row in that table. Each row is made up of a number of fields. Lastly, an index into a database is the relation's primary key.

According to one illustrative embodiment, the notion of a PowerTag applies to multiple complex solutions. Some examples of what a solutions system manufacturer provides in this space may include [MicroSoft] Microsoft Cluster Server (MSCS) (Microsoft and MSCS are trademarks of Microsoft Corporation), High Performance Computing clusters (HPCC), and Storage Area Networking (SAN).

Page 8, line 17 to page 9, line 7.

In one embodiment, the PowerTag identifiers are maintained in a PowerTag table, similar to that of the following table[.]:

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PowerTag system dynamically generates web pages particular to the specific solution-based system. The PowerTag system constructs the dynamically generated web pages using information obtained from one or more of a documentation system 70, a file library system 72, and a [knowledgebase] knowledge base system 74, as a function of the PowerTag identifier. The particular web page is further a function of the type of service (e.g., sales, on-line support, on-line documentation, phone-based tech support, on site service, upgrade, entitlement, or other similar type service) being requested by the customer and/or customer service representative, further as discussed herein. In addition, each of the documentation system 70, the file library system 72, and the [knowledgebase] knowledge base system 74 includes one or more server system, storage system, management system, and corresponding software for the respective system.

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installation options that can be automatically planned and coordinated using the solution identifier for the system. For instance, a first service provider comes in for physical wiring of the components, and a second provider comes in to configure software. This coordination can be accomplished by knowing the type of the solution and its specific installation options.

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Page 13, line 25 to page 14, line 3.

On-Line Support:

With respect to an on-line support web site utilizing the PowerTag system in accordance with the [embodiments of the] present embodiments, a PowerTag support method may be carried out as follows. A customer or service representative accessing the on-line support enters a PowerTag identifier on the support web site when prompted for the PowerTag. In one embodiment, if the customer or service representative enters a Service Tag instead of the PowerTag, then the PowerTag system performs a search for the appropriate PowerTag identifier within the system, using suitable search techniques. The support web site may include, for example, <http://www.support.dell.com>, a premier support page, or other support web site.